

TECHNICAL SERVICE APPLICATIONS TECHNICIAN

DEPARTMENT: TECHNICAL SERVICE

Organization: This position reports to the Tech Service Supervisor.

Accountability: This position is primarily responsible for performing assigned product installation and customer audit functions for the Company. Product installations may be performed at the company or on-site at the customer, and reporting may be required as follow-up. These functions should be performed in a manner consistent with company service and cost objectives, with specific attention to quality and an adherence to deadlines.

Responsibilities:

Customer product installations:

- Completion of customer product installations, with adherence to product requirements, electrical requirements, and generally accepted best practice.
- Ensuring accuracy and efficiency in the reporting on customer installations back to customers. Establish and maintain high standard for all processes.
- Completion of all necessary records and reports in a timely fashion.

Customer application reviews (when applicable):

- Completion of customer application reviews, including new installation audits, with attention to adherence to product requirements, electrical requirements, and generally accepted best practice.
- Ensuring accuracy and efficiency in the reporting on applications reviews back to customers. Establish and maintain high standard for all processes.
- Completion of all necessary records and reports in a timely fashion.

Phone / E-mail:

- Ensuring accuracy and efficiency in regular communication to customers.
- Establish and maintain high standard for all communications.

General:

- Communicate with all company personnel in accordance with job function, including management peers.
- Maintain personal discipline, self-motivated to stay productive.
- Assist with assembly, wiring and shipment of company show displays
- Perform other functions, as required by the Tech Service Supervisor.

Qualifications: Education: College graduate or equivalent experience level (minimum)

Technical Degree (preferred)

Experience: Minimum of 3 years of technical experience (5+ preferred)

Travel Requirement: 20-40%

Knowledge / Skills:

- Must be self-motivated and personally accountable
- Must be skilled in personal computing and interpersonal communication.
- Must be skilled in mentoring and coaching others.
- Must be accurate and thorough, with a great attention to detail.